

**Northeast
Utilities System**

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March 1, 2004

VIA HAND DELIVERY

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station, 2nd Floor
Boston, Massachusetts 02110

**RE: Western Massachusetts Electric Company Service Quality Plan 2002 -
2004, 2003 Annual Report, D.T.E. 04-25**

Dear Secretary Cottrell:

Pursuant to the Department of Telecommunications and Energy's ("Department") December 17, 2001 approval of Western Massachusetts Electric Company's ("WMECO") service quality ("SQ") plan, WMECO hereby files its 2003 Annual Report. An electronic version is also being sent to the Department.

WMECO was not subject to either a PBR or merger-related rate plan in 2003. Therefore, based on the Department's September 30, 2003 Letter Order issued in D.T.E. 03-23, WMECO is making this filing for informational purposes only.

This year's filing format is the same as last year's format. Section One contains a completed FORM B. Section Two contains the historical performance data required by WMECO's approved SQ plan. Finally, Section Three contains supporting information for WMECO's major capital investments and poor performing circuits.

Please contact me should you have any questions in regard to this filing.

Sincerely,

Donald M. Bishop
Manager, Regulatory Policy – MA

cc: Ron LeComte, Electric Power Division Director
Kevin Brannelly, Rates and Revenue Requirements Division Director
Karen Robinson, Consumer Division Director
Jody Stiefel, Hearing Officer